



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Talk America Inc.**  
**Cavalier Business Communications**  
**Cavalier Telephone**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	6.15	7.31	10.13	7.86
D. Business or Customer Service Answer Time [730.510(b)(1)]	4.04	5.55	10.22	6.60
E. Percent of Service Installations [730.540(a)]	0.00% *	0.00% *	0.00% *	0.00% *
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	10.00% *	21.20% *	21.20% *	17.50% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	6.00	45.00 *	59.00 *	36.67 *
H. Percent Repeat Trouble Reports [730.545(c)]	10.00%	41.30% *	13.10%	21.50% *
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

Line item A and B are the same as the RBOC.  
All other line items (not A and B) with a blank field indicate that data is unavailable.



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